

Are you ready for URAC's Mail Service Pharmacy Accreditation?



Processes to maintain medication temperature and integrity during shipping have been implemented and tested.

VERIFY your packing products and shipping methods have been tested for all temperature ranges in all seasons and you have a plan to periodically monitor these processes.



Performance metrics for dispensing accuracy, distribution accuracy, and adherence are tracked.

REVIEW Quality Management Committee meeting minutes to ensure documentation of monitoring these performance metrics and implementation of quality improvement when needed.



Inventory management procedures ensure stability of products and employee safety.

CONFIRM all drug storage areas have continuous temperature monitoring hazardous materials are stored, handled and disposed of appropriately.



Telephone performance metrics are monitored.

CHECK your monthly and quarterly telephone metric reports to make sure you are meeting URAC's Average Abandonment Rate (5% or less) and Average Speed of Answer (80% of calls within 30 seconds) thresholds.



Clinical inquiries are handled 24/7

AFFIRM you have processes in place to answer clinical questions 24 hours a day 7 days a week.



Verification of licensure or certification for clinical staff is documented.

REVIEW personnel records to ensure all staff whose job description requires a licensure or certification have evidence of primary source verification of the required credential.



Your organization's Business Continuity Plan is in place and tested at least every two years.

ENSURE you have a documented plan to address all systems and processes to minimize patient impact in an emergency.

For more information,
please contact
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